

1. The first step in the process of identifying a problem is to recognize that a problem exists. This is often done by comparing current performance with a desired state or goal. If there is a discrepancy, a problem is identified. 2. The second step is to define the problem. This involves determining the scope of the problem, the resources available, and the constraints. 3. The third step is to analyze the problem. This involves identifying the causes of the problem and the potential solutions. 4. The fourth step is to develop a plan. This involves selecting a solution and determining the steps to be taken to implement it. 5. The fifth step is to implement the plan. This involves putting the plan into action and monitoring progress. 6. The sixth step is to evaluate the results. This involves comparing the actual results with the desired results and determining if the problem has been solved. 7. The seventh step is to take corrective action. This involves identifying any remaining problems and taking steps to solve them. 8. The eighth step is to document the process. This involves recording the steps taken and the results achieved. 9. The ninth step is to communicate the results. This involves sharing the results with others who may be affected by the problem. 10. The tenth step is to review the process. This involves evaluating the effectiveness of the process and making improvements as needed.

Tu M. Nguyen

3748

✓	Rejected
=	Allowed

-	(Through numeral) Cancelled
♦	Restricted

N	Non-Elected
I	Interference

A	Appeal
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